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Awarded contract

Digital and Legacy Application Services (DALAS)

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice reference: 2024/S 000-010610

Published: 2 April 2024, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

dalasmailbox@crowncommercial.gov.uk

Telephone

+44 345410222

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital and Legacy Application Services (DALAS)

Reference number

RM6335

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service (CCS), working with HM Revenue and Customs (HMRC), has put in place to procure a new Framework Agreement for IT Digital and Legacy Application Services (DALAS).

The DALAS framework will provide a strategic gateway to support the delivery of future application services and move HMRC toward an application services support model that is less dependent upon legacy technologies.

The framework will provide a commercial vehicle to replace existing contractual arrangements that are due to expire between September 2023 and January 2025, and will provide the basis for letting a large proportion of HMRC future application services requirements.

The framework will also be available to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The procurement has been delivered using one restricted procedure was split into two phases. Phase 1 included Lots 2a, 2b, 3 and 5.

Phase 2 includes Lots 1, 4a and 4b.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,800,000,000

II.2) Description

II.2.1) Title

Value Realisation and Design Services

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Key Services:

- Capability analysis and support
- Enterprise architecture advice, design and delivery support
- Operating model assessment, design and delivery support
- Strategy assessment, design and delivery
- Service, Technical and Solution architecture advice, design, integration and delivery
- Project-based design and delivery services
- Intelligent client support/technology validation services
- Service and product transformation assessment, design and delivery.
- Legacy service decommissioning and disposal
- Hackathons and Facilitated 'Citizen Coder' sessions

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Multi Product Configuration Services

Lot No

4a

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

Key Services:

- Specialist support across technology services that exist within the scope of the Lot (e.g. Kong, NICE, Pega, Service Now MS Dynamics, Power Platform, Documentum, AI Services)
- Software Licensing validation and or preferential purchasing services
- Web Hosting Services where required including PPE/sandpit environments
- Configurable platform and product maintenance, support, enhancement and release management services including AI and automation products.
- Product support during contract lifecycle, product/service creation, development and transformation through configuration of pre-built process maps, work-flows, service

designators, use-cases within configurable cloudbased strategic PaaS/SaaS products to form technology stack components with a lower cost to serve profile

- Data extraction, translation, transfer, conversion and backup, recovery and disposal within target technologies or dependent products.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Specialist Product Configuration Services

Lot No

4b

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

Key Services:

- Specialist support across technology services that exist within the scope of the Lot (e.g. Kong, NICE, Pega, Service Now MS Dynamics, Power Platform, Documentum, AI Services)
- Software Licensing validation and or preferential purchasing services
- Web Hosting Services where required including PPE/sandpit environments
- Configurable platform and product maintenance, support, enhancement and release management services including AI and automation products.
- Product support during contract lifecycle, product/service creation, development and transformation through configuration of pre-built process maps, work-flows, service designators, use-cases within configurable cloudbased strategic PaaS/SaaS products to form technology stack components with a lower cost to serve profile.
- Data extraction, translation, transfer, conversion and backup, recovery and disposal within target technologies or dependent products.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-028003](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 March 2024

V.2.2) Information about tenders

Number of tenders received: 30

Number of tenders received from SMEs: 10

Number of tenders received by electronic means: 30

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street

liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,800,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

As part of this contract award notice the following can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/1a0a796f-39f9-4c67-a656-12acfc74e815>.

1) Redacted Commercial Agreement

2) List of Successful Suppliers

3) Approved Customer list

4) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

CCS reserved the right to award a framework to any bidder whose final score was within 1% of the last position. For Lot 4a, six suppliers were awarded a place as opposed to the number of five as was originally stated in the Contract Notice that was published on 05/10/2022.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

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liverpool

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